



REDACTED - FOR PUBLIC INSPECTION

Via ECFS

June 29, 2017

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: WC Docket 14-58, ETC Annual Report and Certification
Citizens Telephone Cooperative, Inc, Study Area Code 330863

Dear Ms. Dortch:

Pursuant to sections 54.313 and 54.422 of the Commission's Rules Citizens Telephone Cooperative, Inc hereby submits its annual Form 481. Citizens Telephone Cooperative, Inc seeks confidential treatment of its financial information under the FCC's protective Order for section 54.313(f)(2)¹ and is filing a redacted version in the Electronic Comment Filing System.

Respectfully submitted,

Daryn Parker
Sr. Financial Consultant

¹ In the Matter of Connection America Fund, WC Docket No. 10-90; ETC Annual Reports and Certifications, WC Docket No. 14-58. Protective Order, DA 16-296, rel. March 22, 2016. ("Protective Order").

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<010>	Study Area Code	330863
<015>	Study Area Name	CITIZENS TEL COOP-WI
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Daryn Parker
<035>	Contact Telephone Number: Number of the person identified in data line <030>	7192664334 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	dparker@tcatel.com
Form Type		54.313 and 54.422

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(200) Service Outage Reporting (Voice)

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	330863
<015>	Study Area Name	CITIZENS TEL COOP-WI
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Daryn Parker
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<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com

<210> For the prior calendar year, were there any reportable voice service outages? No

[illegible]

(300) Unfulfilled Service Request Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	330863
<015>	Study Area Name	CITIZENS TEL COOP-WI
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Daryn Parker
<035>	Contact Telephone Number - Number of person identified in data line <030>	7192664334 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcotel.com

<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	330863
<015>	Study Area Name	CITIZENS TEL COOP-WI
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Daryn Parker
<035>	Contact Telephone Number - Number of person identified in data line <030>	7192664334 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice	
<410>	Complaints per 1000 customers for fixed voice	0 . 0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband	
<440>	Complaints per 1000 customers for fixed broadband	0 . 0
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	330863
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<035>	Contact Telephone Number - Number of person identified in data line <030>	7192664334 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
330863WI510.pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations Data Collection Form	REDACTED - FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	330863
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<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Daryn Parker
<035>	Contact Telephone Number - Number of person identified in data line <030>	7192664334 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	330863WI610.pdf

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**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code	330863
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<015>	Study Area Name	CITIZENS TEL COOP-WI
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<020>	Program Year	2018
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<030>	Contact Name - Person USAC should contact regarding this data	Daryn Parker
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7192664334 ext.

<035> Contact Telephone Number - Number of person identified in data line <030>

<039> Contact Email Address - Email Address of person identified in data line <030> dparker@tcatel.com

<701> Residential Local Service Charge Effective Date

1/1/2017

<702> Single State-wide Residential Local Service Charge

18.0

[illegible]

REDACTED - FOR PUBLIC INSPECTION

(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	330863
<015>	Study Area Name	CITIZENS TEL COOP-WI
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<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com

[illegible]

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(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	330863
<015>	Study Area Name	CITIZENS TEL COOP-WI
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Daryn Parker
<035>	Contact Telephone Number - Number of person identified in data line <030>	7192664334 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com
<810>	Reporting Carrier	Citizens Telephone Cooperative, Inc.
<811>	Holding Company	Name Not Available
<812>	Operating Company	Citizens Telephone Cooperative, Inc.

[illegible]

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<900>	Does the filing entity offer tribal land services? (Y/N)	No
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If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

[illegible]

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	330863
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<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com

330863WI1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2005) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

<010>	Study Area Code	330863
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<030>	Contact Name - Person USAC should contact regarding this data	Daryn Parker
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<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<p><2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.</p>	<div style="border: 1px solid black; height: 20px; width: 100px;"></div>	
<p><2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.</p>	<div style="border: 1px solid black; height: 20px; width: 100px;"></div>	
<p><2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.</p>	<div style="border: 1px solid black; height: 20px; width: 100px;"></div>	
<p><2024A> Round 2 Recipient of Incremental Support?</p>	<div style="border: 1px solid black; height: 20px; width: 100px;"></div>	<div style="border: 1px solid black; height: 60px; width: 100%;"></div>
<p><2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.</p>	<p>Name of Attached Document Listing Required Information</p>	<div style="border: 1px solid black; height: 60px; width: 100%;"></div>
<p><2025A> Round 2 Recipient of Incremental Support?</p>	<div style="border: 1px solid black; height: 20px; width: 100px;"></div>	
<p><2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).</p>	<p>Name of Attached Document Listing Required Information</p>	<div style="border: 1px solid black; height: 60px; width: 100%;"></div>
<p><2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)</p>		<div style="border: 1px solid black; height: 20px; width: 100px;"></div>

(2005) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

(3005) Rate Of Return Carrier Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	330863
<015>	Study Area Name	CITIZENS TEL COOP-WI
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<030>	Contact Name - Person USAC should contact regarding this data	Daryn Parker
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<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)			
			Yes - Attach Certification	
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}			330863WI3010.pdf
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information		
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	No - No New Community Anchors		
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information		
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>	
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>	
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:			
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input checked="" type="checkbox"/>	
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>	330863WI3017.pdf
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information		
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input type="radio"/> <input type="radio"/>	
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3019)	Either a copy of their audited financial statement; or		<input type="checkbox"/>	
(3020)	(2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>	
(3021)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>	
(3022)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.			
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>	
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>	
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>	
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>	
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information		

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REDACTED

[The Financial Statement of Citizens Telephone Cooperative, Inc filed pursuant to 47 C.F.R. § 54.313(f)(2) is redacted in its entirety as Highly Confidential Information]

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	330863
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<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
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Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
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4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	330863
<015> Study Area Name	CITIZENS TEL COOP-WI
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<035> Contact Telephone Number - Number of person identified in data line <030>	7192664334 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>TCA, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: <u>TCA, Inc.</u>	
Name of Reporting Carrier: <u>CITIZENS TEL COOP-WI</u>	
Signature of Authorized Officer: <u>CERTIFIED ONLINE</u>	Date: <u>06/29/2017</u>
Printed name of Authorized Officer: <u>Dennis Bachman</u>	
Title or position of Authorized Officer: <u>CEO</u>	
Telephone number of Authorized Officer: <u>7152372605 ext.</u>	
Study Area Code of Reporting Carrier: <u>330863</u>	Filing Due Date for this form: <u>07/03/2017</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: <u>CITIZENS TEL COOP-WI</u>	
Name of Authorized Agent Firm: <u>TCA, Inc.</u>	
Signature of Authorized Agent or Employee of Agent: <u>CERTIFIED ONLINE</u>	Date: <u>06/29/2017</u>
Name of Authorized Agent Employee: <u>Daryn Parker</u>	
Title or position of Authorized Agent or Employee of Agent: <u>Senior Financial Consultant</u>	
Telephone number of Authorized Agent or Employee of Agent: <u>7192664334 ext.</u>	
Study Area Code of Reporting Carrier: <u>330863</u>	Filing Due Date for this form: <u>07/03/2017</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments



REDACTED - FOR PUBLIC INSPECTION
Citizens Telephone Cooperative, Inc.

328 W Main St PO Box 127 New Auburn, WI 54757
Ph: (715)237-2605 Fax: (715)237-2812 Website: www.citizens-tel.net

SAC: 330863
State: Wisconsin
Citizens Telephone Cooperative, Inc.
Form 481 Line No.: 510 Service Quality Standards and Consumer Protection Rules Compliance

Citizens Telephone Cooperative, Inc. ("Citizens") complies with the Public Service Commission of Wisconsin ("PSC") applicable Orders and the PSC Wisconsin Administrative Code when providing telecommunications service. Chapter PSC 165 Standards for Telecommunications Service provide the service quality standards and consumer protection rules. Current Chapter PSC 165 rules include:

Chapter PSC 165
STANDARDS FOR TELECOMMUNICATIONS SERVICE

165.010	General.	165.066	Protection of utility facilities.
165.020	Definitions.	165.067	Interference with public service structures.
165.031	Retention of records.	165.070	Provision for testing.
165.032	Schedules to be filed with the commission.	165.071	Meter and recording equipment test facilities.
165.033	Exchange area boundaries.	165.072	Accuracy requirements.
165.034	Utility accidents and interruptions.	165.073	Initial test.
165.040	Meter reading records.	165.074	As-found tests.
165.041	Meter reading interval.	165.075	Routine tests.
165.042	Billing recording equipment.	165.076	Request tests.
165.043	Information available to customers.	165.077	Referee tests.
165.050	Customer billing.	165.078	Test records.
165.051	Deposits.	165.080	Adequacy of service.
165.052	Disconnection and refusal of service.	165.081	Basic Utility Obligations.
165.0525	Deferred payment agreement.	165.082	Traffic and operator rules.
165.053	Customer complaints.	165.083	Answering time objectives.
165.0535	Dispute procedures.	165.084	Dial service objectives.
165.054	Held applications.	165.085	Interoffice trunks.
165.055	Directories.	165.086	Transmission requirements.
165.060	Construction.	165.087	Minimum transmission objectives.
165.061	Maintenance of plant and equipment.	165.088	Public telephone service.
165.062	Line fills.	165.089	Interruptions of service.
165.063	Central office equipment.	165.090	Protective measures.
165.064	Interconnection service standards.	165.091	Safety program.
165.065	Emergency operations.		

Citizens complies with Federal Communications Commission ("FCC") rules regarding:

- Verification of orders for telecommunications service as required of submitting carriers FCC 47 C.F.R § 64.1100.
- All of the requirements of 47 C.F.R § Part 64 Subpart U, Customer Proprietary Network information and Federal Trade Commission 16 C.F.R § 681, Identity Theft Red Flags.

More than just a Telephone Provider.
Your Pathway to the World



REDACTED - FOR PUBLIC INSPECTION
Citizens Telephone Cooperative, Inc.

328 W Main St PO Box 127 New Auburn, WI 54757
Ph: (715)237-2605 Fax: (715)237-2812 Website: www.citizens-tel.net

SAC: 330863

State: Wisconsin

Citizens Telephone Cooperative, Inc.

Form 481 Line No.: 610 Functionality in Emergency Situations

Citizens Telephone Cooperative, Inc ("Citizens") complies with the Public Service Commission of Wisconsin ("PSC") applicable Orders and the PSC Wisconsin Administrative Code when providing telecommunications service. Citizens complies with PSC 165.065 Emergency Operations for functionality in emergency situations as follows:

Citizens has established reasonable provisions to meet emergencies resulting from national security requirements, failures of lighting or power service, sudden and prolonged increases in traffic, illness of personnel, or from fire, storm, or similar emergencies as follows:

- Inform employees as to procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of telecommunications service.
- Back up battery service in each central office to ensure functionality without an external power source.
- Mobile power units that can be delivered on short notice and can be readily connected in offices without installed emergency power facilities.
- Rerouting of traffic around damaged facilities.
- Capable of managing traffic spikes resulting from emergency situations.

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**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code	330863
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<015>	Study Area Name	CITIZENS TEL COOP-WI
-------	-----------------	----------------------

<020> Program Year	2018
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<030>	Contact Name - Person USAC should contact regarding this data	Daryn Parker
-------	---	--------------

<035>	Contact Telephone Number - Number of person identified in data line <030>	7192664334 ext.
-------	---	-----------------

<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com
-------	---	--------------------

<701> Residential Local Service Charge Effective Date	1/1/2017
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<702>	Single State-wide Residential Local Service Charge	18.0
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<703>

[illegible]

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(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	330863
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<015>	Study Area Name	CITIZENS TEL COOP-WI
-------	-----------------	----------------------

<020>	Program Year	2018
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<030>	Contact Name - Person USAC should contact regarding this data	Daryn Parker
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<035>	Contact Telephone Number - Number of person identified in data line <030>	7192664334 ext.
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<039>	Contact Email Address - Email Address of person identified in data line <030>	dparker@tcatel.com
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<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
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[illegible]



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Citizens Telephone Cooperative, Inc.

328 W Main St PO Box 127 New Auburn, WI 54757
Ph: (715)237-2605 Fax: (715)237-2812 Website: www.citizens-tel.net

SAC: 330863

State: Wisconsin

Citizens Telephone Cooperative, Inc.

Form 481 Line No.: 1210 Low-Income Telephone Assistance Program Terms & Conditions

Citizens Telephone Cooperative, Inc. provides unlimited local calling for residential customers at a discount of \$9.25 a month for basic lifeline. The lifeline service from Citizens Telephone Cooperative, Inc. provides access to emergency, operator, interexchange, and directory assistance services. The service does not include enhanced calling features such as voice mail, caller ID, call forwarding, internet or long distance telephone service. Toll Restriction service is provided at no charge for Lifeline customers.

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328 W Main St
New Auburn, WI 54757
P 715.237.2605
F 715.237.2812
citizens-connected.com

MILESTONE CERTIFICATION

June 23, 2017

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street SW
Room TW-A325
Washington, D.C. 20554

Re: Form 481 Line 3010 - Milestone Certification Pursuant to 47 C.F.R. § 54.313(f)(1)(i)

Dear Ms. Dortch:

Citizens Telephone Cooperative, Inc., Study Area Code 330863, in accordance with 47 C.F.R. § 54.313(f)(1)(i) of the Commission's rules, hereby certifies that it is taking reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time.

Respectfully submitted,

Dennis Bachman

CEO/General Manager – Citizens Telephone Cooperative, Inc.

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REDACTED

[The Financial Statement of Citizens Telephone Cooperative, Inc filed pursuant to 47 C.F.R. § 54.313(f)(2) is redacted in its entirety as Highly Confidential Information]